

**TOWN OF STONINGTON**  
**POSITION DESCRIPTION**  
**POLICE SUPPORT SUPERVISOR**

**POSITION OVERVIEW**

Oversees and supervises records and personnel that analyze and review police reports and records to ensure inclusion of pertinent data, and to abstract and record data required to prepare monthly and annual statistical reports relating to crime and all activities of the Police Department; maintains various records and prepares police reports in accordance with laws and established procedures; oversees the scheduling of dispatch operations and corresponding technology vision of the PSAP, works with community partners on dispatch related functions and performs other related duties as required. Provides general technical support as it relates to police IT systems. Receives general supervision from the Records Division sworn supervisor and/or Police Administration. Will exercise supervision.

**ESSENTIAL DUTIES AND RESPONSIBILITIES:**

The essential functions or duties listed below are the primary functions and duties of the position. In addition to being able to perform all duties of a lower position, there may be other types of work that may be performed and the omission of a particular duty or function does not exclude that duty or function from the classification provided the duty or function is similar in work, related to the work or logically assigned to the position.

Requires good judgement and ability to apply confidentiality and discretion in the course of routine work. Interpersonal and communications skills are necessary as the scope of contacts is significant. Reviews copies and routes criminal and non-criminal cases to internal departments and other agencies; maintains various database files on records and case management, citations, statistical reports and inter-departmental forms; utilizes department or town-wide software applications to maintain records or perform various duties.

Reviews police reports to ensure that all pertinent data is provided; follows up on missing or questionable data. Abstracts crime statistics and related data from police reports, records, and other materials. Classifies and codes the reportable offenses and charges based on the National Incident Based Reporting System (NIBRS) and Uniform Crime Reporting (UCR) criteria or similar statistical reporting systems from various local, State, or Federal law enforcement agencies. Posts data into the records management system and other electronic files. Compiles data for and prepares required monthly and annual statistical reports for submission to the Police Chief and local, state, and federal agencies. Obtains and compiles information for and prepares authorized reports requested by Police department personnel, other governmental officials, and the public. Keeps abreast of changes to laws and procedures pertaining to the release of police records including Freedom of Information statutes and regulations. Provides authorized information on matters pertaining to police reports and statistics. Maintains other operational records and prepares reports as requested. Keeps abreast with the department's records management systems, computer aided dispatch and other utilized statistical reporting systems. Operates standard office equipment and peripherals. Attends departmental meetings and training sessions. Performs firearms registration and processing duties as required. Performs supplementary clerical, dispatch and administrative support work as needed or assigned including drafting of letters, answering phones, and taking messages.

Considerable ability to establish and maintain effective and courteous working relationships with residents and demonstrate excellent customer service to members of the general public, other departments and agencies, co-workers and volunteers.

## **REPRESENTATIVE DUTIES**

*The following duties are typical for this classification. Incumbents may not perform all of the listed duties and/or may be required to perform additional or different duties from those set forth below to address business needs and changing business practices.*

- Planning, developing and implementing all police technology including the integration of all police automated systems.
- Developing short and long-term plans regarding automation for the Department to include establishing priorities regarding systems, projects and purchasing of computer hardware/software.
- Assist with the development, implementation, and support of police department computer technologies and related software in complete cooperation with the Town IT Department.
- Working closely with members of the Town Information Technology Department to develop and maintain business continuity plans for technology used to support critical police operations.
- Supporting Town technology standards and policies. Establishing Police Department technology standards and policies when existing Town standards and policies do not apply
- Maintains and facilitates repairs to communications equipment and recording equipment
- Works with department personnel to support investigations by identifying and recording to DVD appropriate excerpts from CCTV, in car camera system footage, and Body Worn Camera recordings.
- Establishing and maintaining effective working relationships with the Office of the Chief, command staff, and other Police employees as well as Town Information Systems management and staff.
- Demonstrating an ability to communicate and manage organizational change.
- Directing individual accomplishments toward organizational management objectives.
- Participates in the development of goals and objectives as well as policies and procedures; makes recommendations for changes and improvements to existing standards, policies, and procedures; participates in the implementation of approved policies and procedures.
- Performs the more technical and complex tasks of the work unit including ensuring compliance with applicable rules and regulations related to law enforcement records management.
- Reviews and redacts police reports and other electronic media to include video recordings in response to court and FOIA requests.
- Corresponds in person, in writing, or by phone when a request for records is received; responds to subpoena duces tecums for department records; consults with the State's Attorney's Office, and Department of Justice as needed; researches Public Records Act laws relating to criminal records and case law to determine authority to release or deny request for records; appears in court on behalf of the department as required.
- Creates user identifications and passwords and determines security level for all police personnel for access to various law enforcement databases; trains staff on use and security of assigned systems; maintains security logs and conducts audits or journal searches for misuse inquiries as necessary.

- Prepares a variety of analytical and statistical reports and correspondence on operations and activities.
- Provides staff assistance to the Police Administration; performs special assignments, tasks and projects as assigned; prepares and presents staff reports and other correspondence as appropriate and necessary.
- Attends and participates in professional group meetings; maintains awareness of new trends and developments in the field of records management; incorporates new developments as appropriate into programs.
- May represent the Chief of Police or the department at meetings and hearings related to assigned duties.
- Performs related duties as required.

**The successful candidate will have knowledge and proven ability in the following areas:**

Information Systems related terminology, practices, procedures and regulations.

Freedom of Information rules and regulations with regard to the release of police reports, to include the redaction of information that must be protected in accordance with state and federal mandates.

Knowledge and experience in use of social media platforms such as Facebook, Twitter, etc.

State and federal regulations and standards regarding criminal justice information systems.

Police Department applications systems, computer resources and user requirements.

Computer systems design, management, programming and quality assurance.

Project organization, management and control.

The selected individual will have the ability to review current processes and procedures, diagnose problems, develop innovative solutions, and prepare and present effective written and oral reports. This individual will have the ability to listen and communicate effectively with a diverse group of people, while establishing and maintaining effective working relationships with co-workers, supervisors, vendors and the general public.

The successful candidate will need to balance the needs of law enforcement with technology. This individual must be innovative and seek out ways to ensure new technology solutions are implemented, appropriately utilized and adequately supported. Additionally, it is essential that there is a strong collaboration between the Police Department and the Town's Information Technology Department. It is imperative that this individual understands technology needs in public safety as it pertains to trends taking place at the local, regional and national level.

**QUALIFICATIONS:**

Any combination equivalent to experience and education that could likely provide the required knowledge, skills and abilities would be qualifying. A typical way would be:

A high school diploma or equivalent with courses in office administration or specialized job training. College coursework or advanced clerical or computer training is desirable. Computer

Information Systems or a related field and a minimum of five years recent experience in Police systems and network operations, customer support, application services and development and implementation of technological initiatives. Prior law enforcement experience is desirable.

Must obtain and maintain qualifications and credentials for Criminal Justice Information systems including, but not limited to, NCIC, COLLECT, AFIS and LiNX.

**SPECIAL REQUIREMENTS:**

Ability to: exercise judgement and discretion in releasing information; perform assigned duties independently or under general supervision; prepare correspondence and reports, copy and distribute information efficiently, perform accurate and efficient computer entry and retrieval; maintain confidentiality; respond to difficult situations and people in a calm and courteous manner; work overtime as necessary; handle multiple priorities and respond to urgent requests.

**LICENSES, CERTIFICATES, REGISTRATION:**

Possession of a valid Connecticut Driver's License.

**PHYSICAL DEMANDS:** The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. While performing the duties of this job, the employee is regularly required to talk or hear. The employee frequently is required to stand; walk; sit; use hands to finger, handle, or feel; and reach with hands and arms. The employee is occasionally required to stoop, kneel, crouch, or crawl. The employee must occasionally lift and/or move up to 25 pounds. Specific vision abilities required by this job include close vision, distance vision, peripheral vision, and depth perception.

**WORK ENVIRONMENT:** The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. While performing the duties of this job, the employee is occasionally exposed to moving mechanical parts and outside weather conditions. The noise level in the work environment is usually moderate. The employee will routinely operate typical business office equipment, including computer hardware.

**ACCOMMODATIONS:** Reasonable accommodations may be made to enable qualified individuals with disabilities to perform the essential functions of this position.

The Police Department requires all applicants to participate in an extensive background check, and pre-employment drug test.

The Town of Stonington is an Equal Opportunity Employer

The duties listed above are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related, or logical assignment to the position.